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ABSTRACT

This in-basket-simulation learning module on the activities of an administrative secretary in a paper company for secondary and postsecondary teachers and students, the tenth in a series of eleven task and in-basket simulations, was designed to provide individualized instruction in office occupations courses, such as introductory business and typewriting. (Each of the modules in the set is designated A, B, or C, representing level of difficulty from, respectively, easy to difficult.) The module is divided into two parts. The first, developed for teacher use, includes the following: teacher instructions; definitions of task and in-basket simulations; objectives (in-basket tasks to prioritize); prior student experiences; necessary supplies and resources; completion time; method of evaluation; definitions of terminology; answer key; and answer sheet. The second part, developed for student use, includes the following: objectives (in-basket tasks to prioritize); prior student experiences; necessary supplies and resources; description of simulation situation; instructions; in-basket items to prioritize. (This module was developed around performance objective 4 of the V-TECS (Vocational-Technical Education Consortium of States] Secretarial Catalog. Other related office occupations instructional materials are available in ERIC--see note.) (EM)

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ED166452

IN-BASKET SIMULATION

WORD PROCESSING

TEACHER

A

ADMINISTRATIVE SECRETARY FOR A PAPER COMPANY

Developed by

Nancy Malloy Hawkins

U S DEPARTMENT OF HEALTH, EDUCATION & WELFARE
NATIONAL INSTITUTE OF EDUCATION

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TEACHER INSTRUCTIONS

The task and in-basket simulations have been developed to supplement performance objectives in the V-TECS Secretarial Catalog. The simulations are designed for individualized instruction and can be used in several office occupations courses. Teachers involved in a 1976 EPDA workshop wrote the simulations and tested these materials in their classrooms. Suggested time limits may vary according to the ability and experience of your students.

The level of difficulty is noted on each simulation. "A" indicates an easy simulation, "B" average, and "C" difficult. This rating may vary according to the capabilities of your students. Pre-tests are included in the task simulations.

Students should not write on the simulations. Answer sheets for the in-basket simulations are included in the teacher materials and should be duplicated as needed. The teacher key for in-basket simulations reflects one correct method of listing priorities. Evaluation should be flexible. If a student can justify answers which differ from the suggested answers, they should be accepted as correct. You may prefer to use the in-basket simulations as learning experiences rather than for evaluation purposes.

Teachers should complete each simulation before making assignments to students. You must be familiar with the contents in order to answer questions. Avoid giving too many directions and hints. The purpose of the simulations is to teach your students to think and to make decisions under pressure.

Prior to using the Word Processing simulations, students should be familiar with the list of terms which accompanies each word processing simulation.

DEFINITIONS

A task simulation is an instructional technique in which the learner performs several different tasks. The simulation requires that the learner use previously acquired skills and knowledge in order to complete the tasks. An in-basket simulation is a technique in which a specific position is described and in which the learner is required to make decisions about the priority of each task described in the simulation. In an in-basket simulation, tasks are not performed by the student but are listed in order of priority.

THIS IN-BASKET SIMULATION CORRELATES WITH V-TECS PERFORMANCE OBJECTIVE 4 OF THE SECRETARIAL CATALOG

TITLE:

Administrative Secretary for a Paper Company

OBJECTIVE:

Within a 40-minute period, the student will list in order of priority nine tasks with a brief explanation for each choice.

PRIOR STUDENT EXPERIENCE:

The student should have been instructed in setting work priorities in an office situation.

NECESSARY SUPPLIES AND RESOURCES

Answer sheet
Red pencil
Pen or pencil
Small pieces of paper (9)
Paper clips
V-TECS Secretarial Catalog

COMPLETION TIME:

The below average student should be able to complete this simulation in 40 minutes. (NOTE: You may reduce the time to 25 minutes for an average student and 20 minutes for an above-average student.)

METHOD OF EVALUATION:

Each task has been assigned to a weight of 11 points. Five points are for a correct priority ranking and six points for a satisfactory explanation.

If a student has listed a priority different from the key and, in your opinion, has given adequate justification for this difference, full credit should be given. (NOTE: See paragraph concerning in-basket simulations in teacher's directions.)

WORD PROCESSING TERMINOLOGY

1. Word processing is the automation of the typing function starting with the dictator (word originator) and ending with the dispatch of the written document. It involves the use of power or automated typing machines, magnetic dictation units, and rapid messenger service back to the originator.

2. MCST stands for magnetic card selectric typewriter.

3. MTST stands for magnetic tape selectric typewriter.

4. A memory typewriter is an automatic typewriter which can store recorded material in its memory. This material can be recalled and used at a later time. As many as 200,000 characters can be stored in this machine.

5. A correspondence secretary is a person whose principal duty is production typing.

6. An administrative secretary is a secretary whose duties include various secretarial tasks other than production typing.

7. An originator is a dictator.

8. A principal is a person who is assisted by one or more administrative secretaries.

9. Automatic typewriters are any typewriters that are controlled by automated means. Various input medias such as magnetic cards, magnetic tape, etc., are used with these machines.

10. Turn around time is the time it takes the document to get from the originator through the center and back to the originator.

11. Reverse printout is a process in which the typewriter prints from left to right, as is usual, and on the next line will print from right to left. Xerox and Linolex companies use the reverse printout principle.

12. A cathode ray tube is an electronic vacuum tube containing a screen on which information can be displayed. The abbreviation CRT is frequently used to refer to a cathode ray tube.

ANSWER KEY

Directions: List the items in the order you would do them. Make sure you give a brief explanation of why you placed each task where you did.

ORDER	LEVEL OF PRIORITY	ITEM	EXPLANATION
EX	IMM	E	Process Mail.
1.	IMM	B	Ringing telephone must be taken care of now.
2.	IMM	A	The person is on the phone and needs information at once.
3.	IMM	D	It is already after ten o'clock. Arrangements have to be made as soon as possible.
4.	IMP	H	Lois will be out of town tomorrow and is leaving the office at four today.
5.	IMP	G	You must check with Graphics to determine if composer is available this afternoon or early tomorrow.
6.	IMP	F	Meeting is tomorrow. You must make sure you have everything on hand to take to the room for meeting.
7.	ROU	E	Courtesy letter should be sent as soon as possible.
8.	HOL	I	Jim has given you a few days, so this can wait.
9.	HOL	C	You have four more days until this is due.

ANSWER SHEET

Directions: List the tasks in the order you would do them. Make sure you give a brief explanation of why you placed each task where you did.

ORDER	LEVEL PRIORITY	ITEM	EXPLANATION
Ex.	IMM	E	Process Mail
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

IN-BASKET SIMULATION

WORD PROCESSING

STUDENT

A

ADMINISTRATIVE SECRETARY FOR A PAPER COMPANY

Developed by

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ADMINISTRATIVE SECRETARY FOR A PAPER COMPANY

OBJECTIVE:

Within a 40-minute period, the student will list in order of priority nine tasks with a brief explanation for each choice.

PRIOR STUDENT EXPERIENCE:

The student will have received prior instruction in setting work priorities within an office situation.

NECESSARY SUPPLIES AND RESOURCES

Answer sheet
Red pencil
Pen or pencil
Small pieces of paper (9)
Paper clips

SITUATION:

You are employed as an administrative secretary by the Palmetto State Paper Company, One Gamecock Lane, Columbia, SC 29208. It is your job to provide administrative assistance to three persons as well as handle your own routine work. Your name is Ken Dobson.

You work from 8:30 a.m. until 5:00 p.m. with a lunch hour from 12 to 1. If time permits, you may take a ten-minute break in the morning and afternoon. You are paid a weekly salary; therefore, you do not receive any extra money for overtime.

It is 9:30 a.m., Monday, July 26, 19--. You have already opened, dated-in, recorded, and distributed the mail. Your work day has begun.

INSTRUCTIONS:

It is very important that you complete each step before you go on to the next one.

STEP 1 – Have small pieces of paper and clips handy.

STEP 2 – Turn to page 3 and read carefully the nine tasks.

STEP 3 – Go back to the first task you read. Does it

a. need to be done at once? If so, on one-piece of the paper, write IMMEDIATE in red pencil and paper clip to the top of this page.

b. need to be done within the next hour or two? If so, on a piece of the paper you cut, write IMPORTANT in red pencil and paper clip to the top of this page.

c. need to be done either today or tomorrow? If so, write ROUTINE in red pencil on a piece of the paper and paper clip to the top of this page.

d. need to be done within the week? If so, write the word HOLD in red pencil on a piece of the paper and paper clip to the top of this page.

STEP 4 – Read each of the remaining tasks and decide whether the priorities are IMMEDIATE, IMPORTANT, ROUTINE or HOLD. After you have decided make sure you have written the priority in red pencil and attached it at the top of each task.

STEP 5 – Put all your

IMMEDIATE TASKS IN ONE STACK
IMPORTANT TASKS IN ONE STACK
ROUTINE TASKS IN ONE STACK
HOLD TASKS IN ONE STACK

STEP 6 – Look at your IMMEDIATE stack. Which of these tasks needs to be done first? Next to the word "Immediate" write the number 1 in red pencil. Write 2 by the task which must be done next. Continue in this manner until you have finished numbering all the tasks in your "Immediate" stack. Put this work aside where it will not get mixed up.

STEP 7 – Look at your IMPORTANT stack. Which of these tasks needs to be done first? Next to the word "Important" write the number 1 in red pencil. Write 2 by the task which must be done next. Continue in this manner until you have finished numbering all the tasks in your "important" stack. Put this work aside where it will not get mixed up.

STEP 8 – Look at your ROUTINE stack. Follow the directions in Step 6.

STEP 9 – Look at your HOLD stack. Follow the directions in Step 6.

STEP 10 – Complete your answer sheet. Make sure you have listed the tasks in the order you would do them. Also make sure you have given a short reason why you felt it was an "Immediate," "Important," "Routine," or "Hold" task.

STEP 11 – If time permits, review your work.

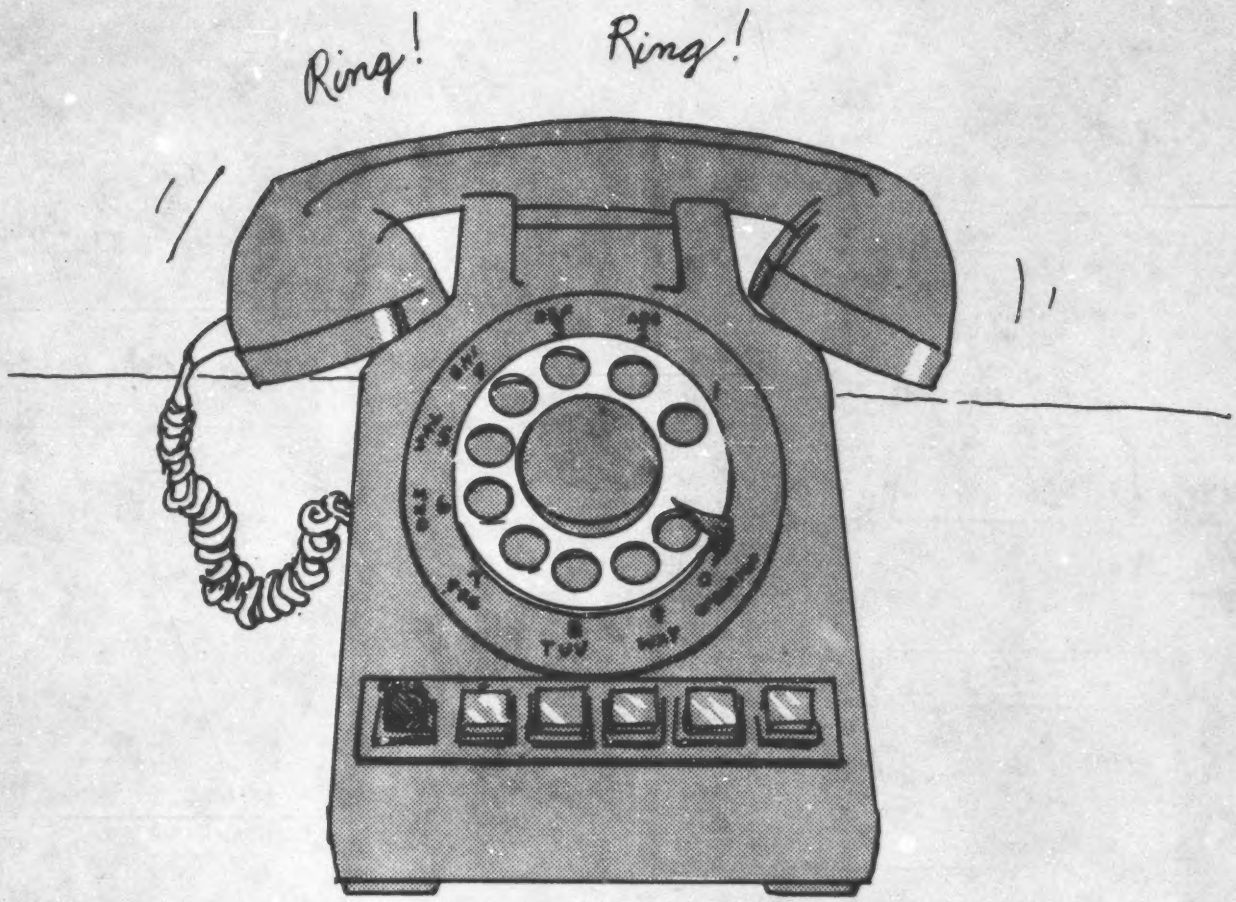
STEP 12 – Remove the paper clips from the tasks. Put your materials back into page order.

STEP 13 – Turn in your answer sheet, simulation and supplies.

ITEM A

It is 10:05. One of your employers is on the telephone and asks you to bring him the Sumerset File.

ITEM B



It is 10:05. The telephone is ringing!!

ITEM C

Today is Monday, July 26, 19--. You remembered that you must compile, type and have in the Personnel Office by the end of the month your Annual Leave Report. This report takes some time to complete as you must report sick and annual leave which 50 employees have used during the month.

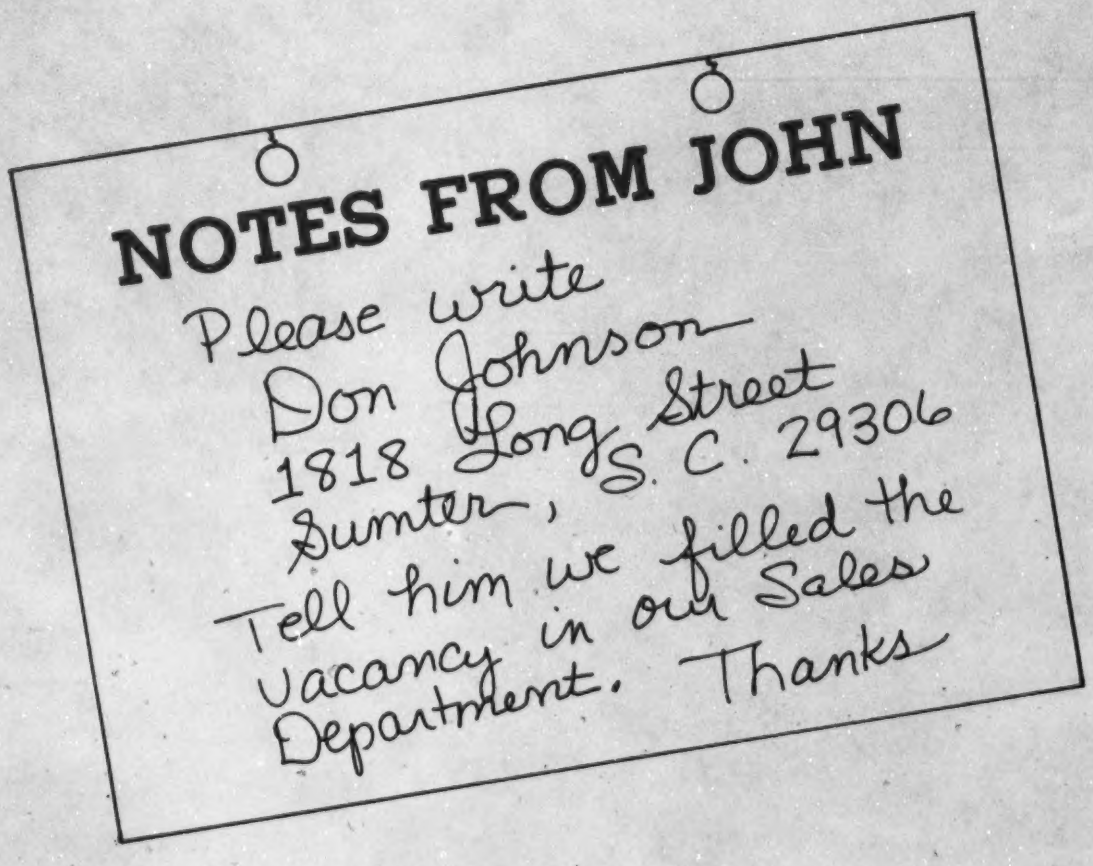
ITEM D

NOTES FROM LOIS

I want to go to Atlanta in the morning to attend a conference on new ways to make paper.

- Make all the necessary arrangements. I want to leave at 8:00 A.M. and catch a flight back around 5:00 P.M. the same day.

ITEM E


NOTES FROM JOHN
Please write
Don Johnson
1818 Long Street
Sumter, S. C. 29306
Tell him we filled the
vacancy in our Sales
Department. Thanks

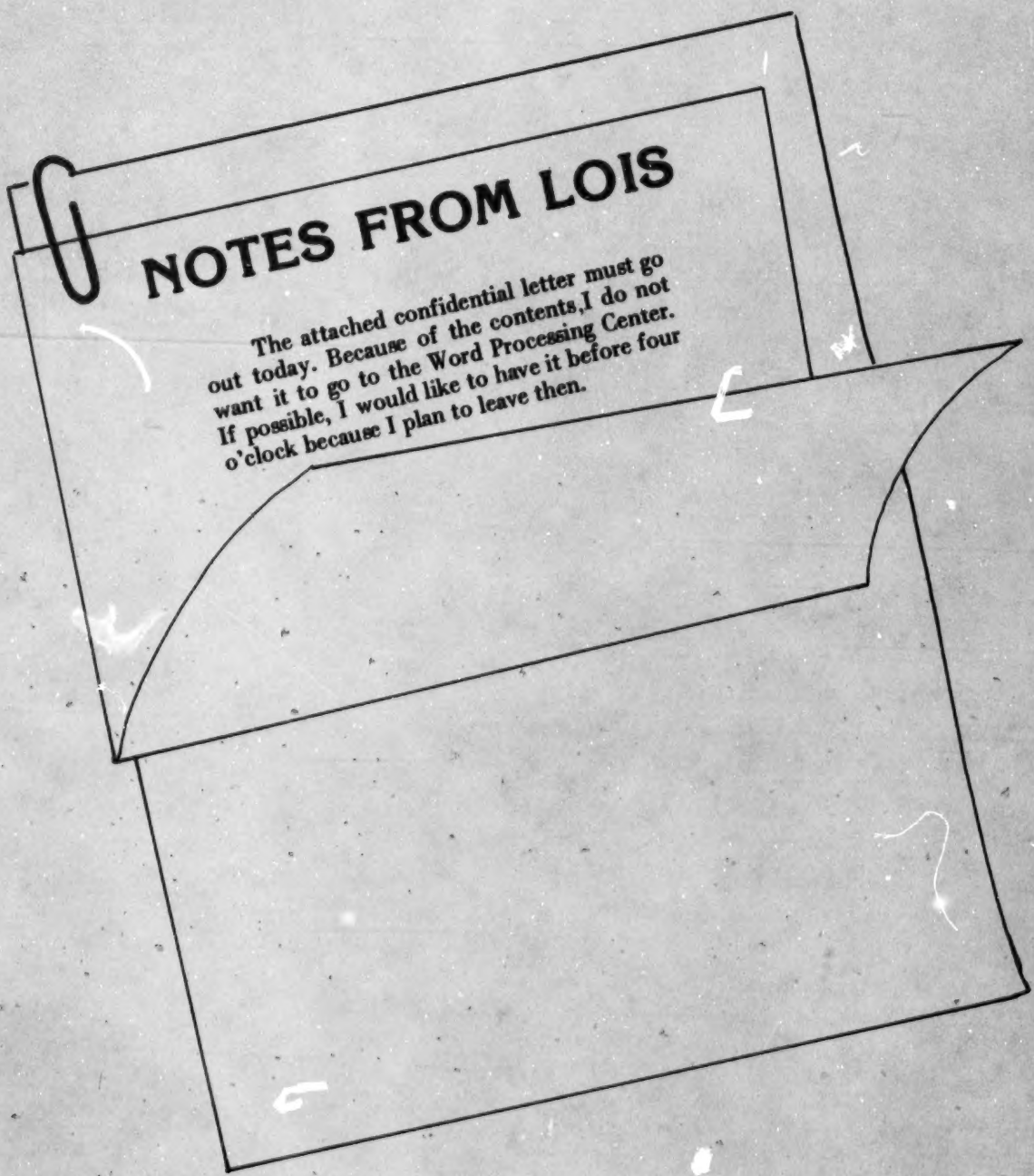
ITEM F

I must check the Conference Room to make sure there are at least 30 chairs, adequate number of ash trays, blackboard, chalk, pencils, scratch paper, and a tape recorder which works for the meeting tomorrow afternoon.

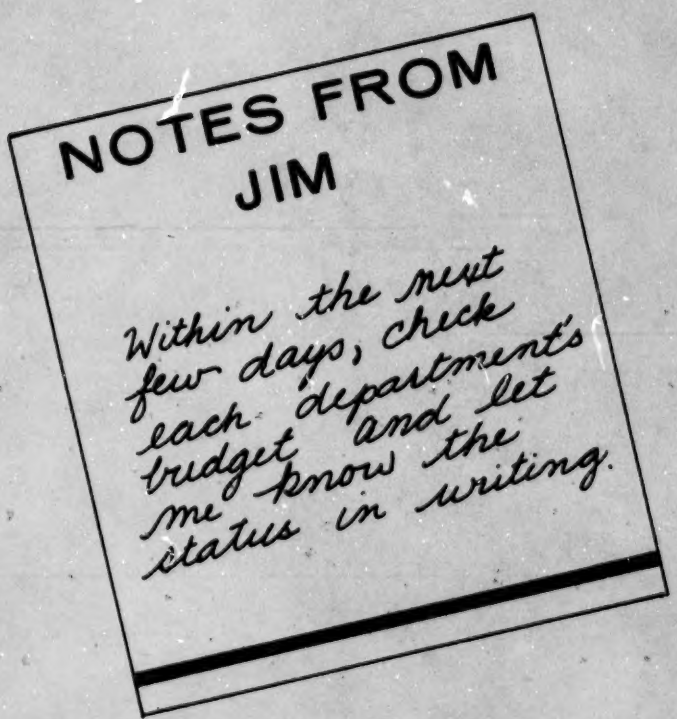
ITEM G

There is to be a meeting of the Palmetto Advisory Council at 2 p.m. tomorrow. There are five new members who do not have name tags. It is my responsibility to see that all members have name tags. To make these tags, I must go to the Graphic Department on the next floor and type on the composer.

ITEM H


NOTES FROM LOIS
The attached confidential letter must go out today. Because of the contents,I do not want it to go to the Word Processing Center. If possible, I would like to have it before four o'clock because I plan to leave then.

ITEM I


NOTES FROM
JIM
Within the next few days, check each department's budget and let me know the status in writing.